Enterprise Incident Report May 2012
As of 6/4/2012

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Science Technology and Research	Application Services	Danielle Hood	1 0	1 0
		Martin Gonzalez	2 2	2 2
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	4 2	4 2
	Help Desk	James Stearns	1 1	1 1
		Sarah Johnson	1 0	1 0
		Assigned to Individual Total	2 1	2 1
	Metro A Desktop Support	Robert Wall	10 1	10 1
		Assigned to Individual Total	10 1	10 1
	Metro A Help Desk	Cindy Schroeder	3 3	3 3
		Liz Evans	1 1	1 1

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			Low	FCR Total
Science Technology and Research	Metro A Help Desk	Assigned to Individual Total	4 4	4 4
	Rural South Desktop Support	Lance Nay	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		21 8	21 8
Customer Company Total			21 8	21 8

Science Technology and Research

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Science Technology and Research	Application Services	Danielle Hood	1 0	1 0
		Martin Gonzalez	2 1	2 1
		Tony Larsen	1 1	1 1
		Assigned to Individual Total	4 2	4 2
	Help Desk	James Stearns	1 0	1 0
		Sarah Johnson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Robert Wall	10 0	10 0
		Assigned to Individual Total	10 0	10 0
	Metro A Help Desk	Cindy Schroeder	3 0	3 0
		Liz Evans	1 0	1 0

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			Low	MIR Total
Science Technology and Research	Metro A Help Desk	**Assigned to Individual Total**	40	40
	Rural South Desktop Support	Lance Nay	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		212	212
Customer Company Total			212	212

Science Technology and Research

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Science Technology and Research	Application Services	Danielle Hood	1 0.22	1 0.22
		Martin Gonzalez	2 0.65	2 0.65
		Tony Larsen	1 2.36	1 2.36
		Assigned to Individual Total	4 0.97	4 0.97
	Help Desk	James Stearns	1 0.00	1 0.00
		Sarah Johnson	1 0.04	1 0.04
		Assigned to Individual Total	2 0.02	2 0.02
	Metro A Desktop Support	Robert Wall	10 0.03	10 0.03
		Assigned to Individual Total	10 0.03	10 0.03
	Metro A Help Desk	Cindy Schroeder	3 0.00	3 0.00
		Liz Evans	1 0.00	1 0.00

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Science Technology and Research

			Low	ATTIR Total
Science Technology and Research	Metro A Help Desk	**Assigned to Individual Total**	4 0.00	4 0.00
	Rural South Desktop Support	Lance Nay	1 0.11	1 0.11
		Assigned to Individual Total	1 0.11	1 0.11
	Assigned Group Total		21 0.21	21 0.21
Customer Company Total			21 0.21	21 0.21

Science Technology and Research

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents
Bottom Number - Missed Resolution | |
Customer Company	Assigned Group	Assigned to Individual	Low	MR Total
Science Technology and Research	Application Services	Danielle Hood	1 1	1 1
		Martin Gonzalez	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Help Desk	James Stearns	1 0	1 0
		Sarah Johnson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Robert Wall	10 0	10 0
		Assigned to Individual Total	10 0	10 0
	Metro A Help Desk	Cindy Schroeder	3 0	3 0
		Liz Evans	1 0	1 0

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Science Technology and Research

			Low	MR Total
Science Technology and Research	Metro A Help Desk	Assigned to Individual Total	40	40
	Rural South Desktop Support	Lance Nay	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		211	211
Customer Company Total			211	211

Science Technology and Research

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Application Services	Danielle Hood	1 8.23	1 8.23
		Martin Gonzalez	2 1.27	2 1.27
		Tony Larsen	1 2.63	1 2.63
		Assigned to Individual Total	4 3.35	4 3.35
	Help Desk	James Stearns	1 0.00	1 0.00
		Sarah Johnson	1 0.72	1 0.72
		Assigned to Individual Total	2 0.36	2 0.36
	Metro A Desktop Support	Robert Wall	10 0.56	10 0.56
		Assigned to Individual Total	10 0.56	10 0.56
	Metro A Help Desk	Cindy Schroeder	3 0.07	3 0.07
		Liz Evans	1 0.06	1 0.06

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			Low	ATTR Total
Science Technology and Research	Metro A Help Desk	**Assigned to Individual Total**	4 0.06	4 0.06
	Rural South Desktop Support	Lance Nay	1 0.11	1 0.11
		Assigned to Individual Total	1 0.11	1 0.11
	Assigned Group Total		21 0.95	21 0.95
Customer Company Total			21 0.95	21 0.95

Science Technology and Research

Detail

INC000000507390	Ronda Robbins Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000507395	Alan J Walker	Application	Error	None	TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	2.66
INC000000507403	Ronda Robbins Jones	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.22
Application Services	Danielle Hood	Science Technology and Research	Low	Closed	TTR Missed: Yes	8.23
INC000000508189	Ronda Robbins Jones	Application	Error	Microsoft Office	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.01
INC000000511255	Ronda Robbins Jones	PC/Laptop	None	None	TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	1.67
INC000000512553	Ronda Robbins Jones	Application	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.12
INC000000512555	Ted McAleer	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.16
INC000000512679	Michael O'Malley	Application	None	Novell GroupWise	TIR Missed: Yes	2.36
Application Services	Tony Larsen	Science Technology and Research	Low	Closed	TTR Missed: No	2.63
INC000000514793	Rete Browning	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000515164	Susannah Hutchins	Application	Error	Gmail	TIR Missed: No	0.25
Application Services	Martin Gonzalez	Science Technology and Research	Low	Closed	TTR Missed: No	1.48
INC000000515260	Suzanne Winters	None	None	None	TIR Missed: No	0.05
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.12
INC000000516891	Perry Thomson	Mobile Devices	Error	None	TIR Missed: No	0.04
Help Desk	Sarah Johnson	Science Technology and Research	Low	Resolved	TTR Missed: No	0.72
INC000000517365	Ronda Robbins Jones	None	None	None	TIR Missed: No	0.24
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.25
INC000000517783	Ronda Robbins Jones	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Science Technology and Research	Low	Closed	TTR Missed: No	0.06
INC000000519568	Perry Thomson	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved	TTR Missed: No	0.25
INC000000521174	Susannah Hutchins	Application	None	Gmail	TIR Missed: Yes	1.05
Application Services	Martin Gonzalez	Science Technology and Research	Low	Resolved	TTR Missed: No	1.06

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INC000000522103	Ronda Robbins Jones	Application	None	State Payroll System		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Resolved	TTR Missed:	No	0.09
INC000000522846	Rhett Gillins	Application	None	Internet Explorer		TIR Missed:	No	0.11
	Rural South Desktop Support	Lance Nay	Science Technology and Research	Low	Resolved	TTR Missed:	No	0.11
INC000000524094	Ronda Robbins Jones	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Resolved	TTR Missed:	No	0.03
INC000000524518	Perry Thomson	Application	Error	None		TIR Missed:	No	0.01
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved	TTR Missed:	No	0.31
INC000000525285	Yi Li	Application	Error	Novell GroupWise		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Resolved	TTR Missed:	No	0.07